

Date: June 24, 2010

To: Rick Powers, Director of Department of Code Enforcement

From: James Cox and Manny Mendez, Office of Audit and Performance

Re: IndyStat – Department of Code Enforcement meeting Friday June 25, 2010

CC: Mayor Greg Ballard
Chris Cotterill, Chief of Staff
Kristen Tusing, Director of Enterprise Development
David Reynolds, Controller
Sam Karn, Corporation Counsel
Sarah Taylor, Constituent Services
Glen Baker, Chief Information Officer

The following follow-up actions were discussed in the February 26, 2010 IndyStat meeting and were included in the follow-up memo:

Follow up Action. Please include the following goals in future presentations:

- Zoning case mean-time to inspect (3 days)
- Building Inspections mean days to inspect (2 days)
- High weeds and grass call-to-cut (14 days)
- Class 1 permits mean-time-to-initial review (20 days)

Follow up Action. Please present:

- abatement letters (bills for city mowing of private property high weeds and grass) sent by month 01/09 – present; and
- the number of those letters collected upon (via voluntary payment or lien) 01/09 - present

Follow up Action. Please present an analysis showcasing collection rates for all permitting and enforcement activities.

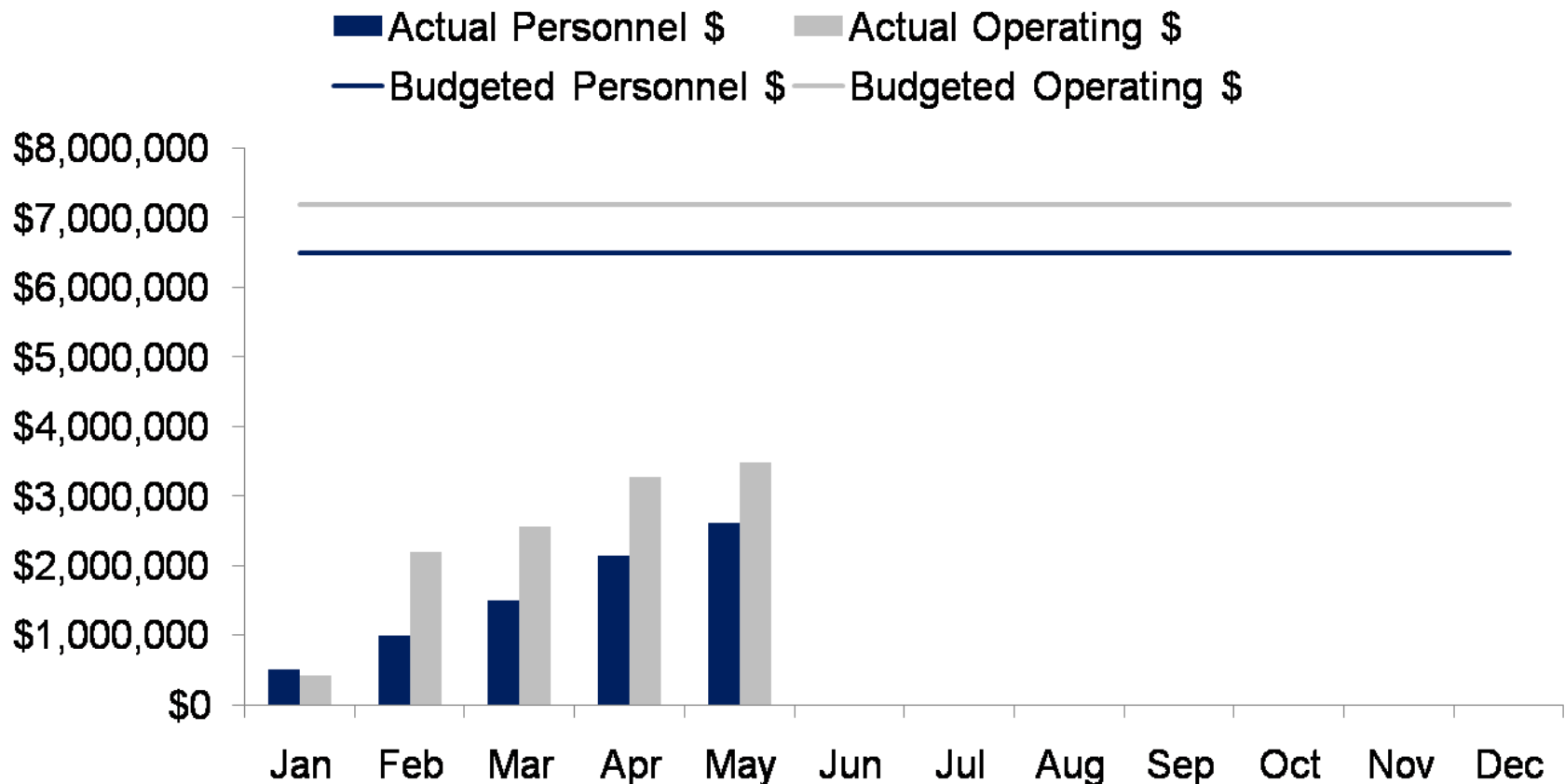
Follow up Action. Please streamline the use of acronyms (discontinue if possible) and be generally more descriptive in legends and labeling for future presentations.

Department of Code Enforcement IndyStat June 25, 2010

Budgeted to Actual Cumulative Expenses

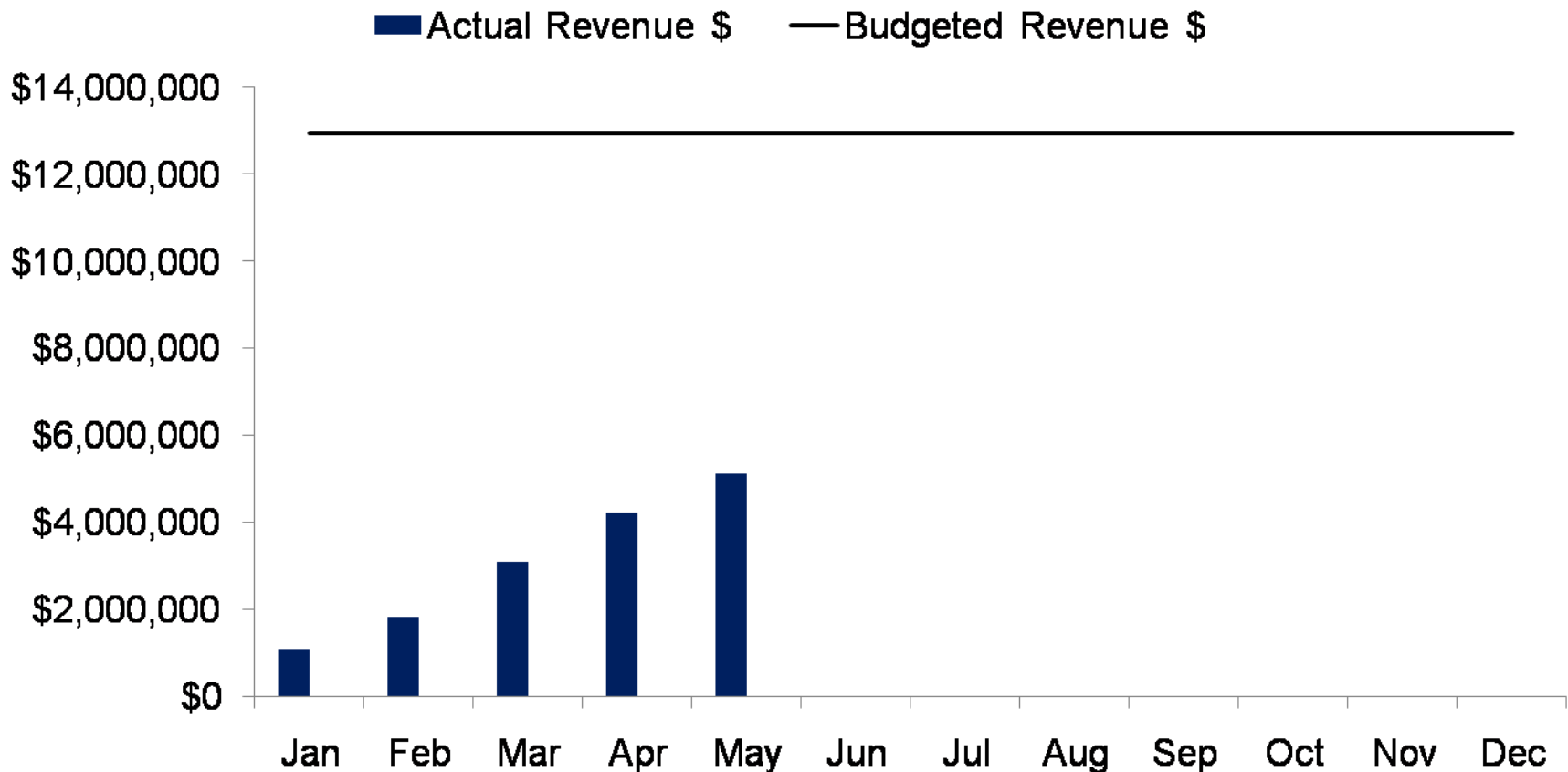
Personnel = \$2.6 Million / \$6.5 Million = 40% spent

Operating = \$3.5 Million / \$7.2 Million = 48% spent



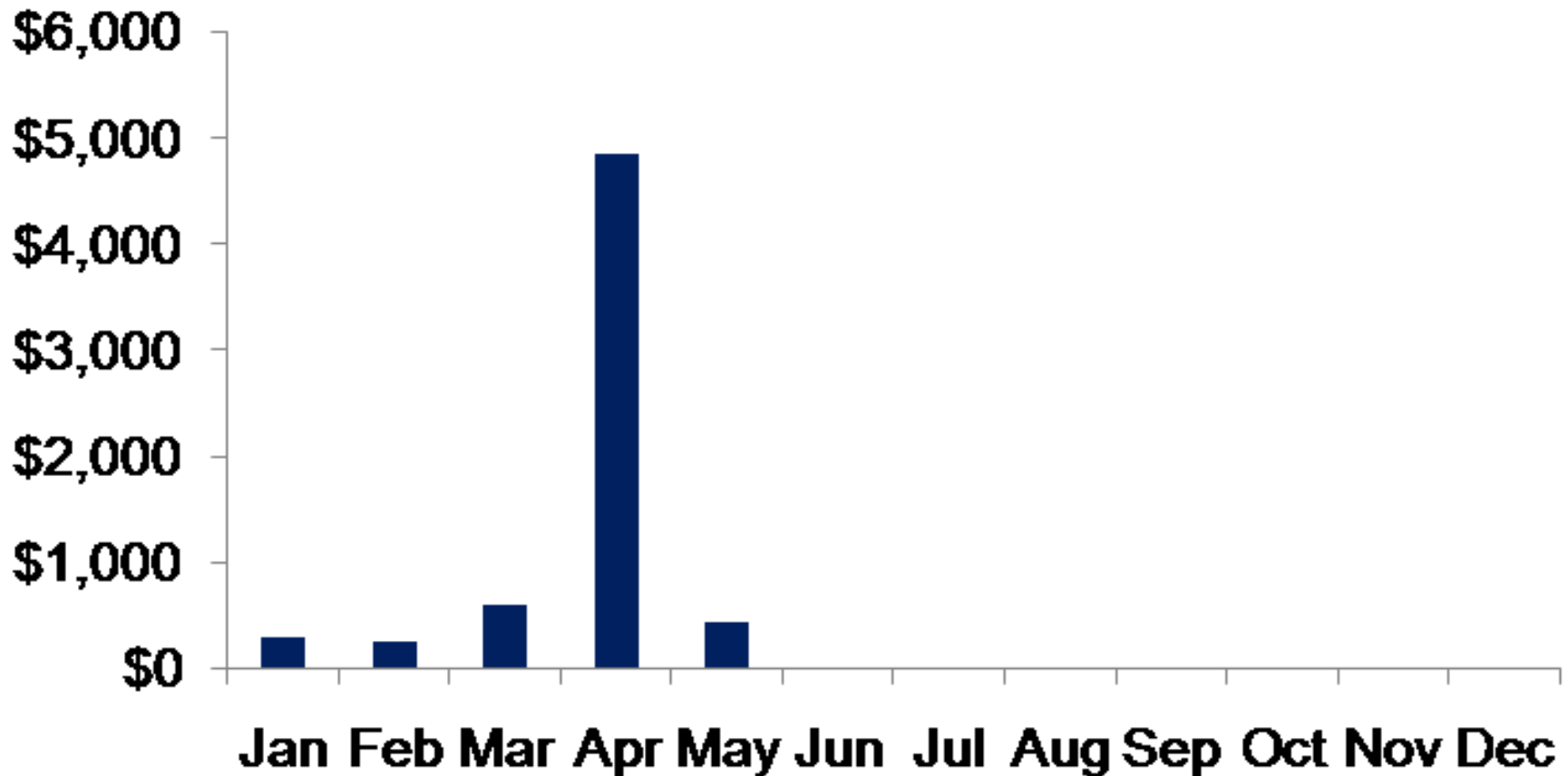
Budgeted to Actual Cumulative Revenues

[\$5,116,615/ \$12,940,111 = 40% collected]



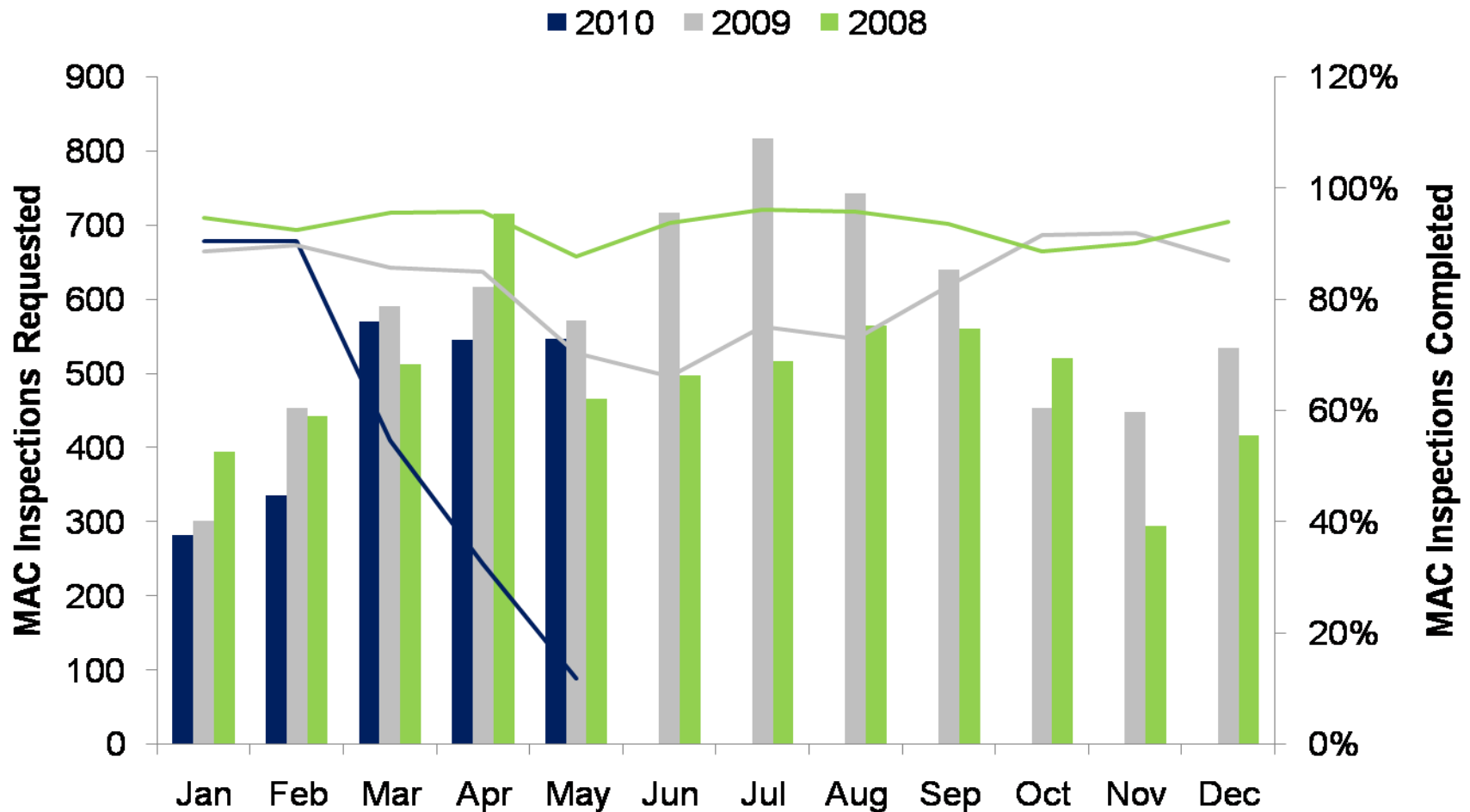
Actual Overtime Expense

Cumulative 2010 Spend = \$6,439.33

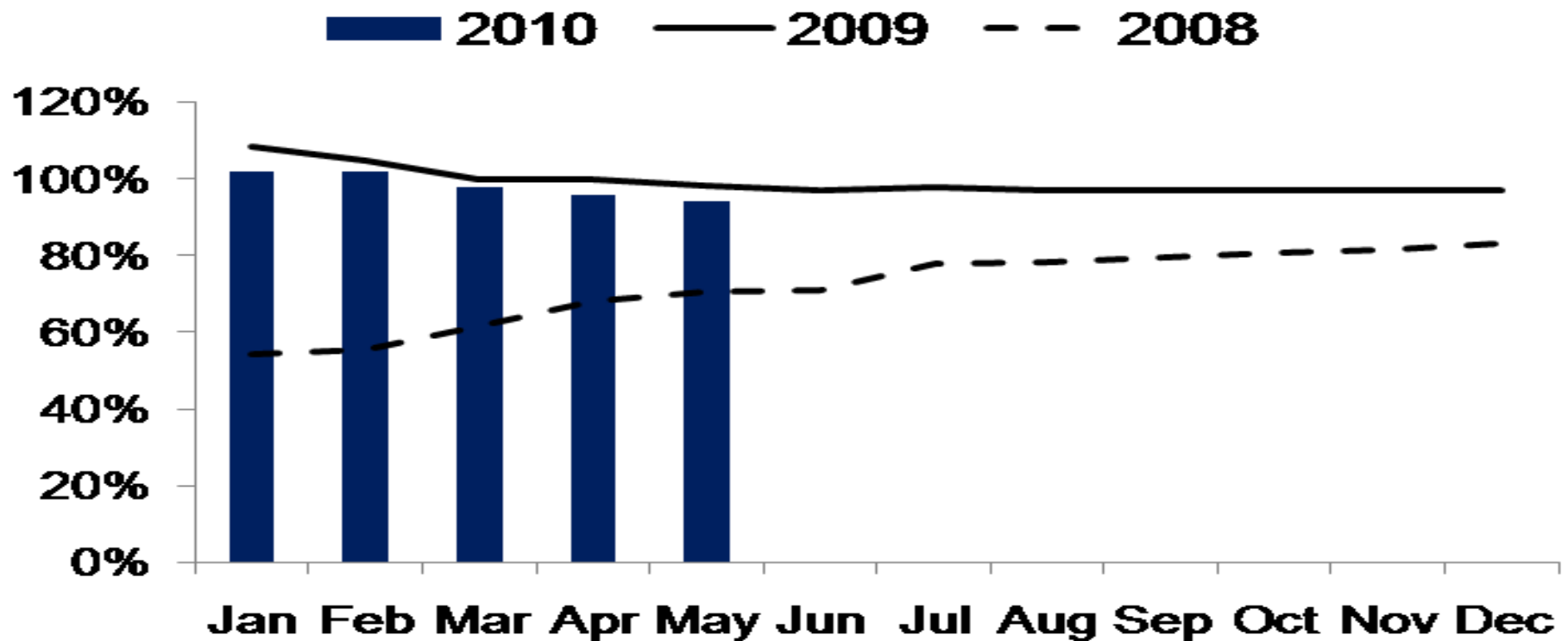


Zoning cases

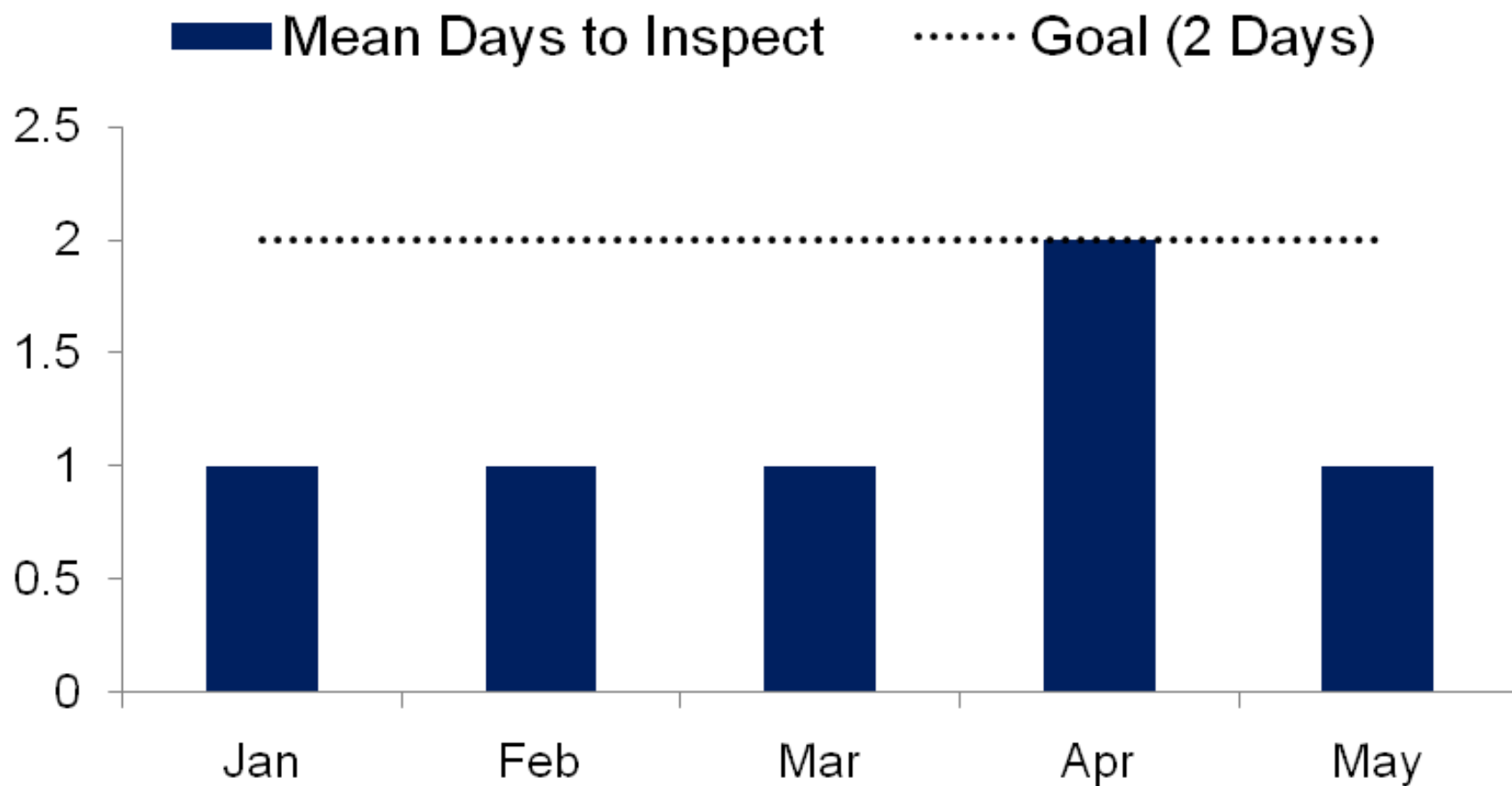
Bars = # Requested Line = % Complete



Building Inspections Associated with Permits Completed within 48 hours (Goal: 48 hours)

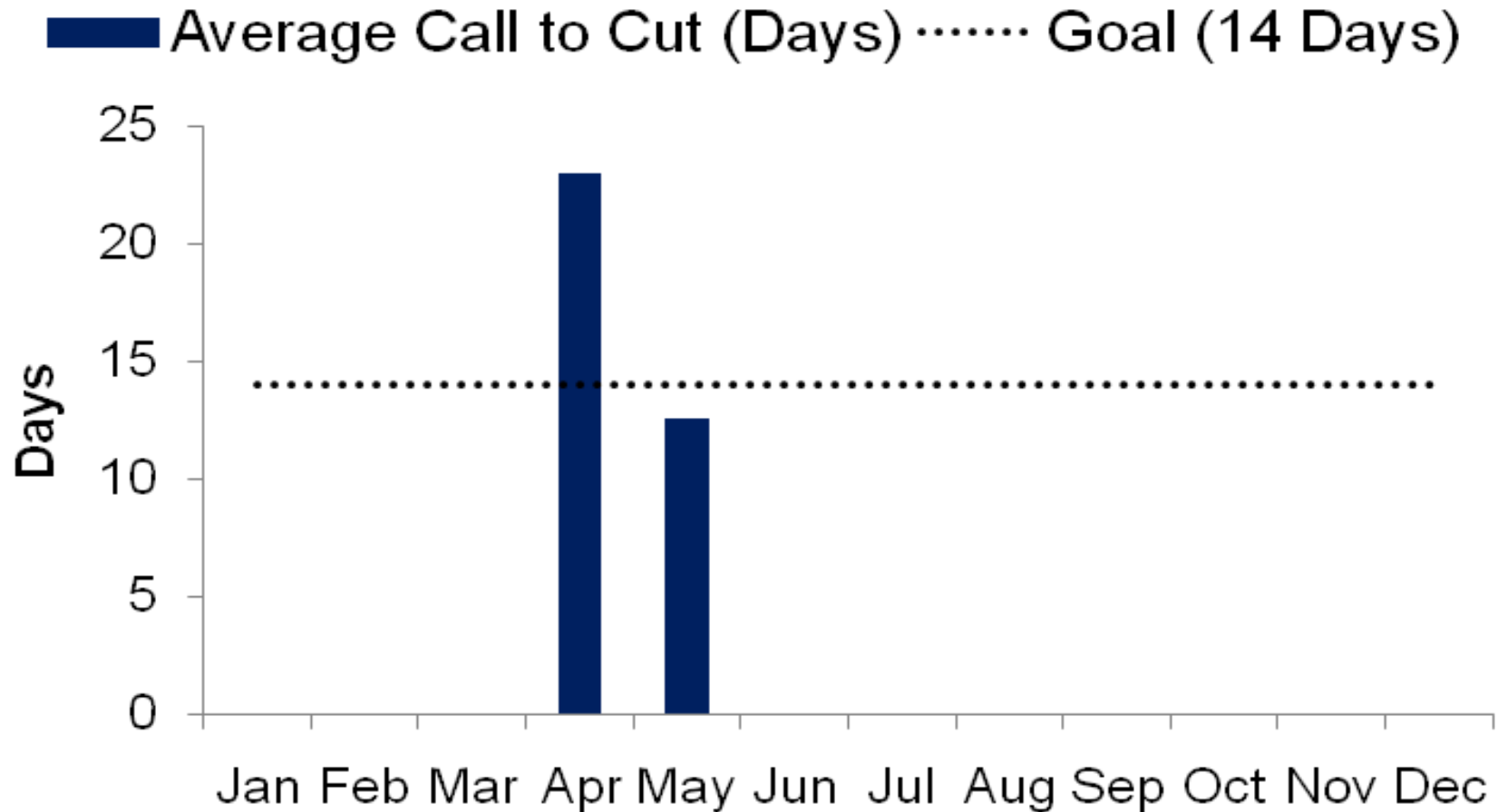


Building Inspections Associated with Permits



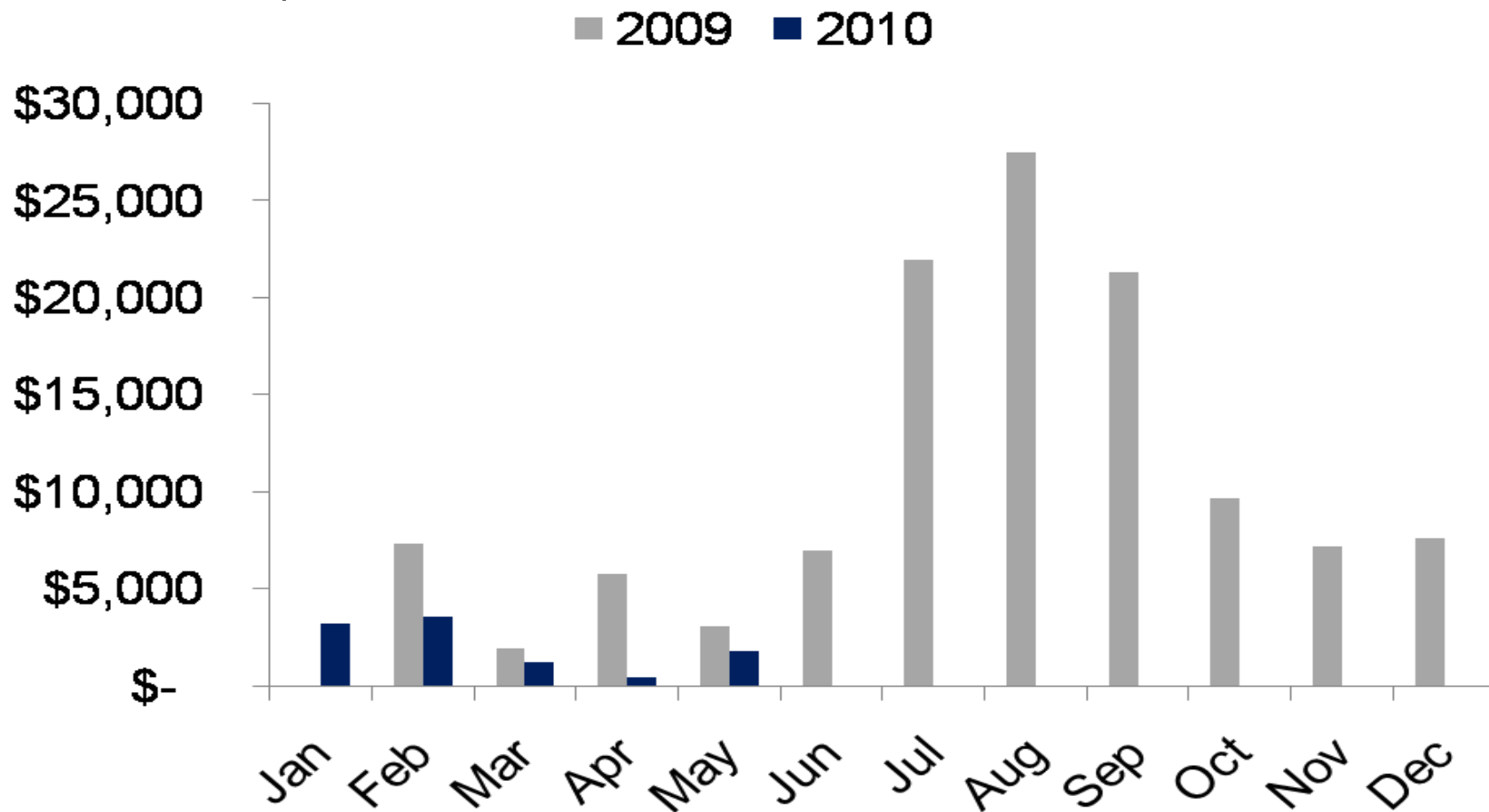
High Weeds and Grass

2010



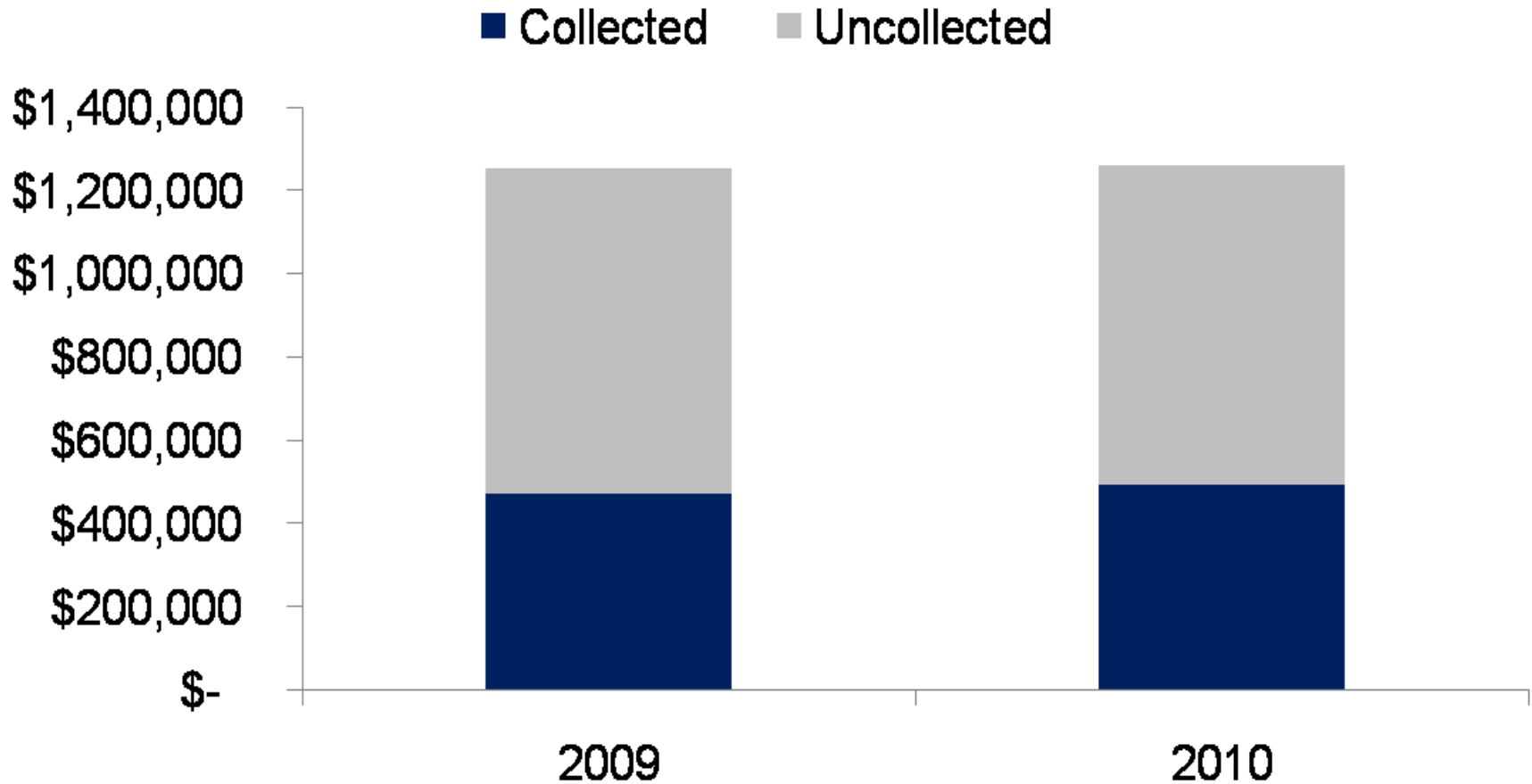
High Weeds & Grass

Voluntary payments received (Jan-Jun '09 was DPW Collections)



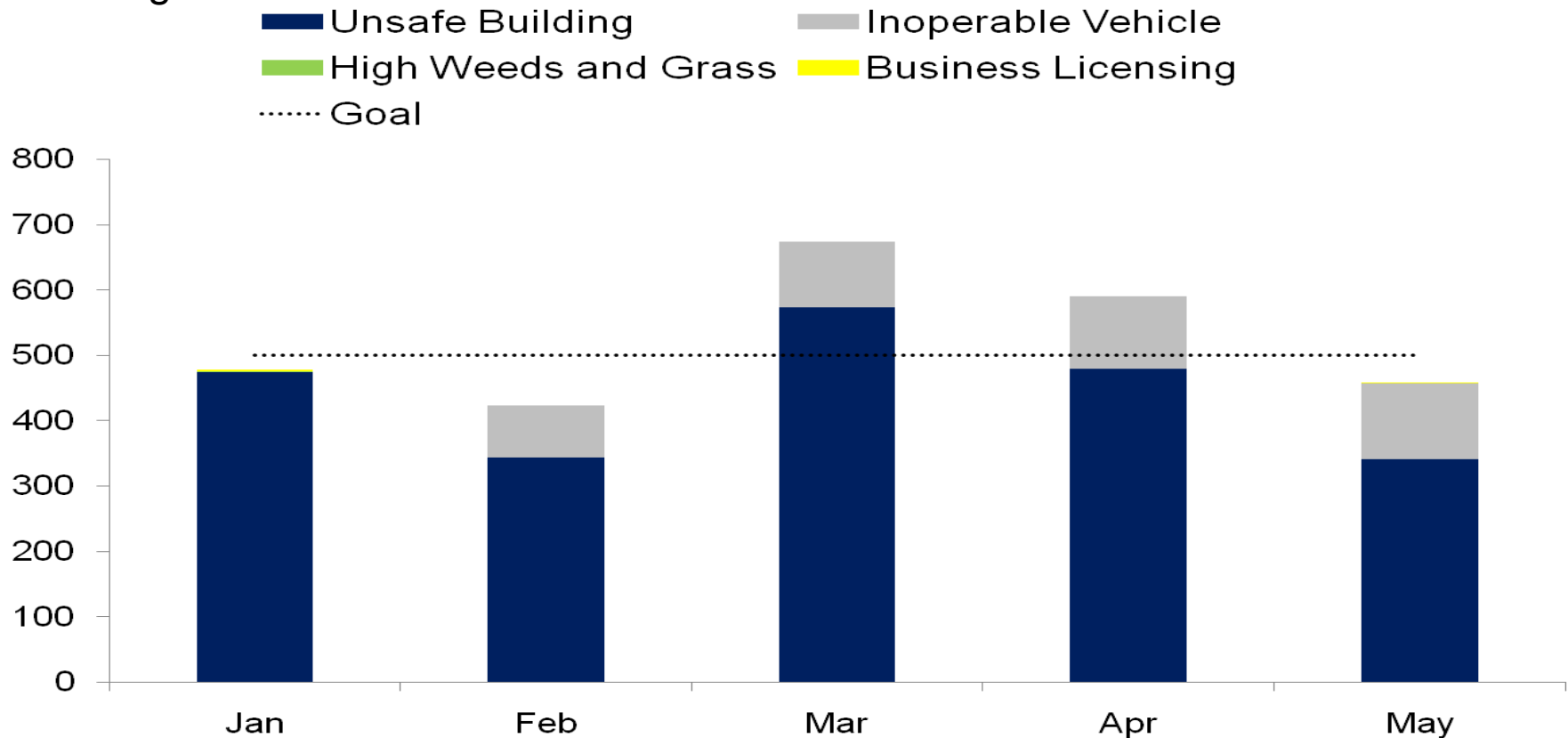
High Weeds & Grass

Liens Collection Rate: 2009=38% 2010=39%



Administrative Hearings

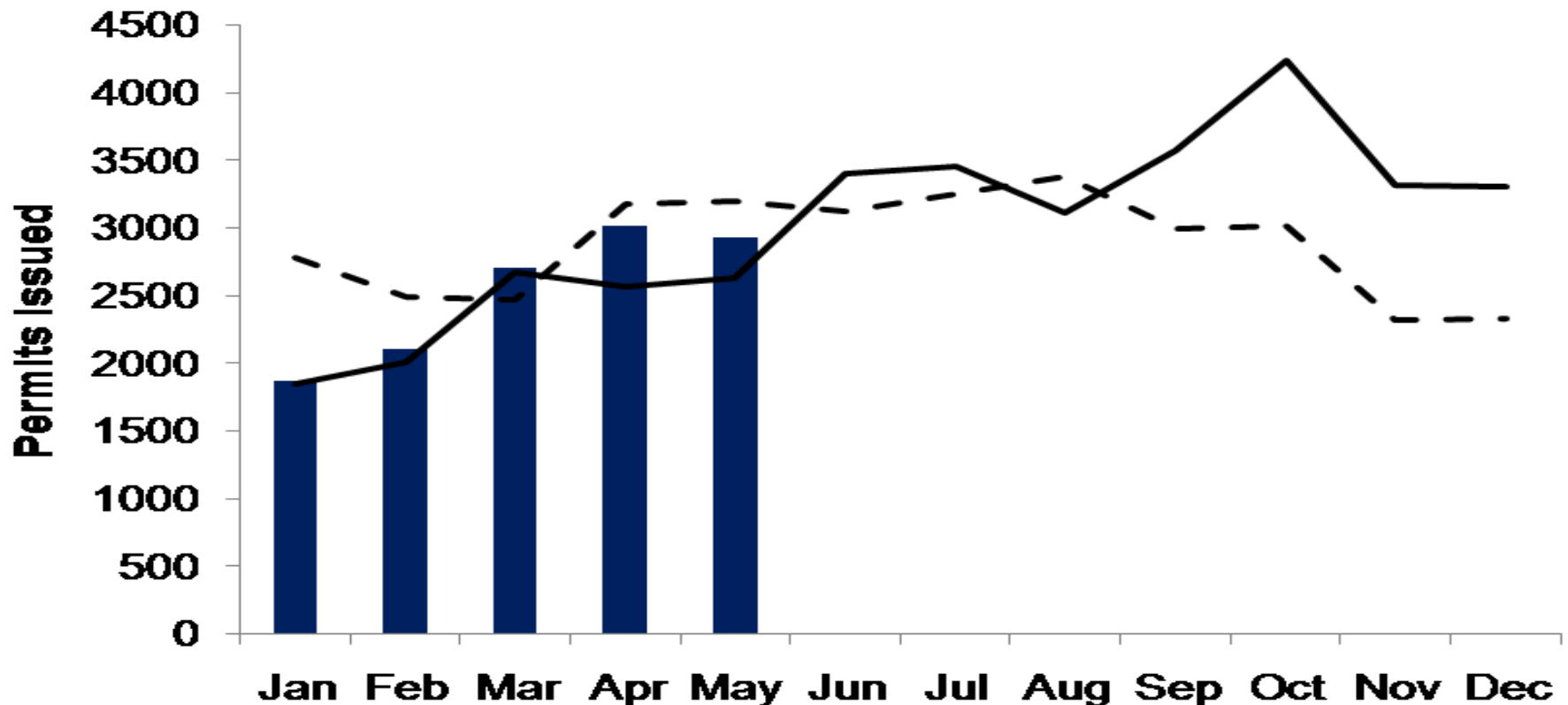
Administrative Hearings: An informal hearing that is not held in a courtroom, but heard by an administrative law judge (or an internal employee in the case of high weeds and grass). The strict rules of evidence do not apply to these hearings.



Permits Issued

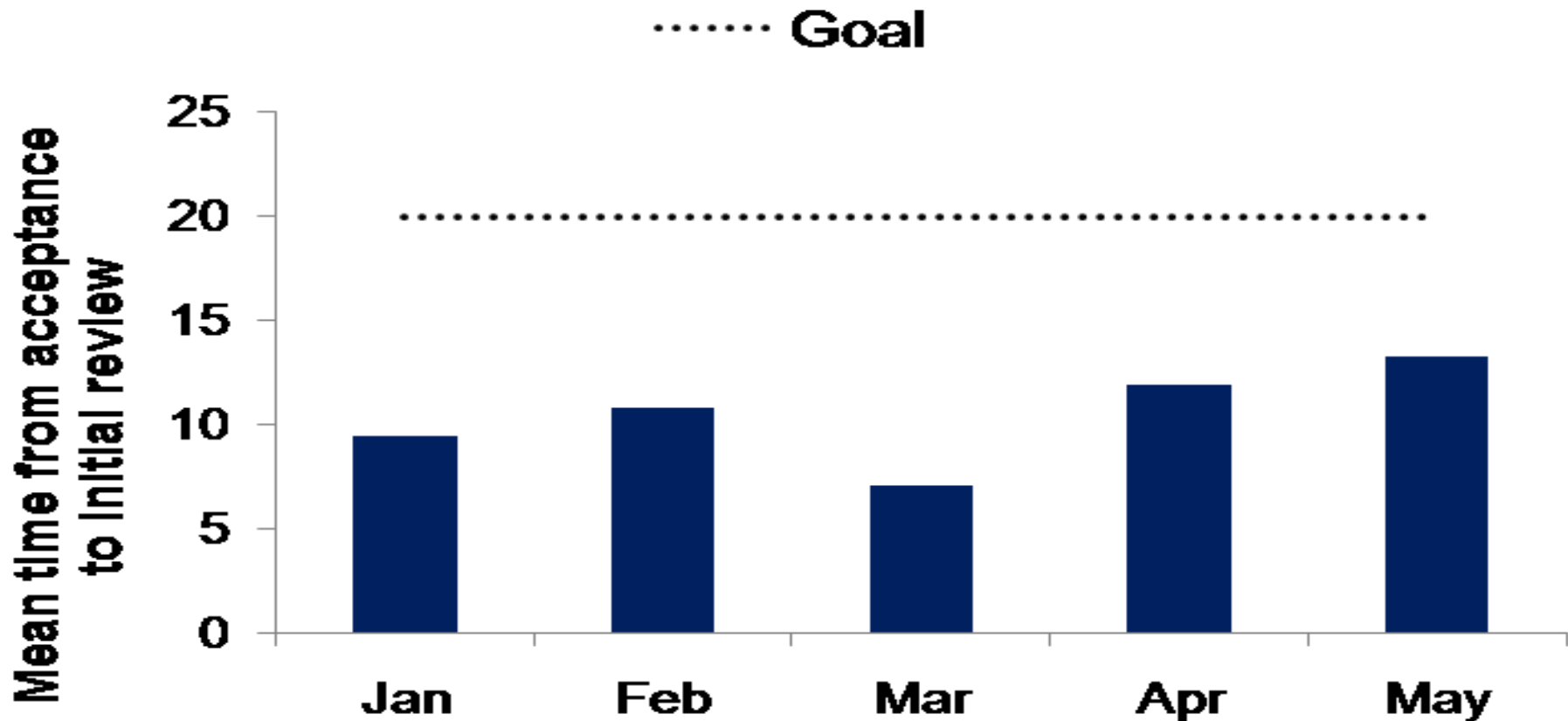
Type of permits include: Building, Environmental, Infrastructure, Development, and Right of Way

■ 2010 — 2009 - - 2008



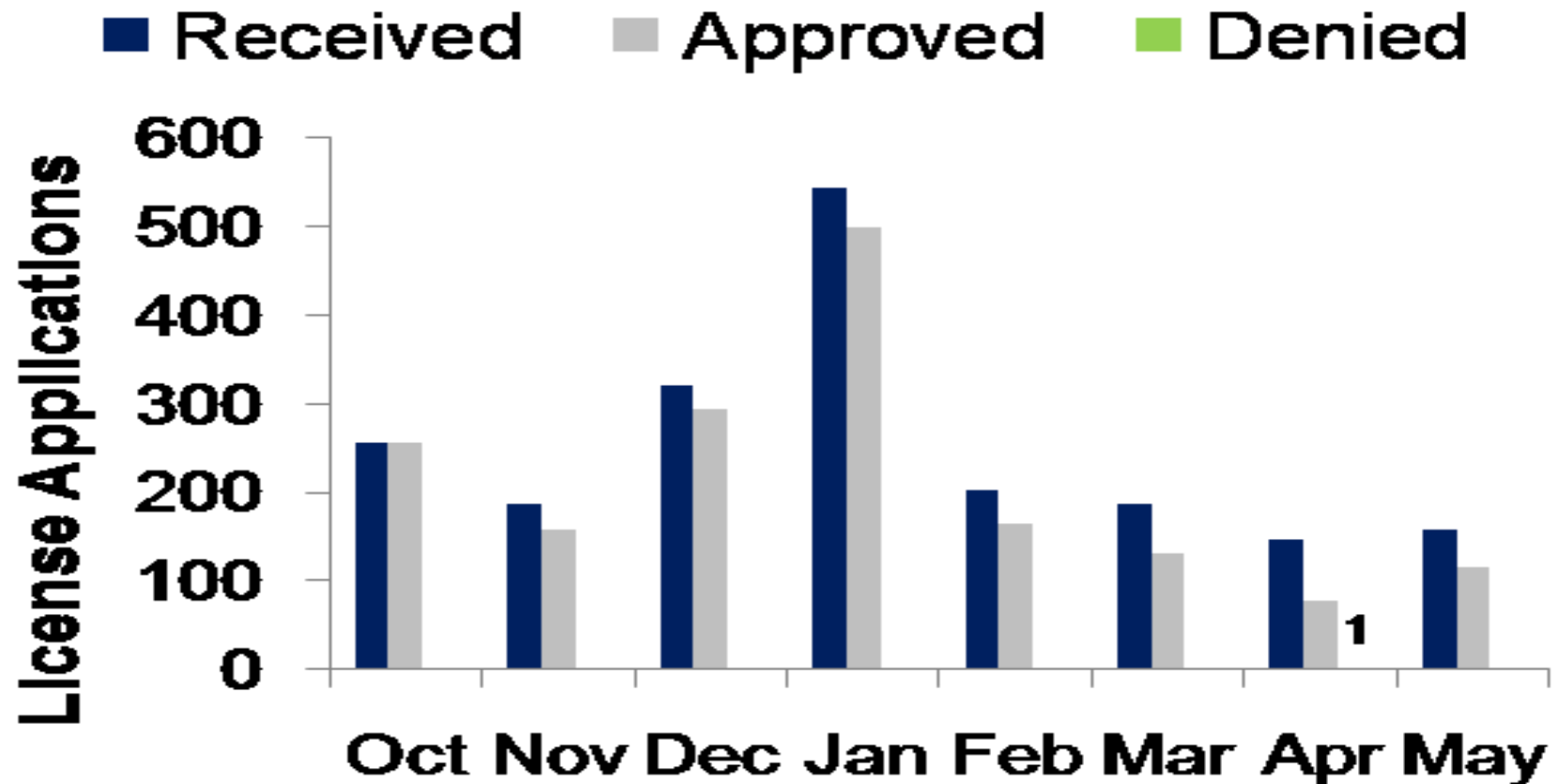
Commercial Building Pre-Permit Plan Review

(Acceptance to Initial Review)

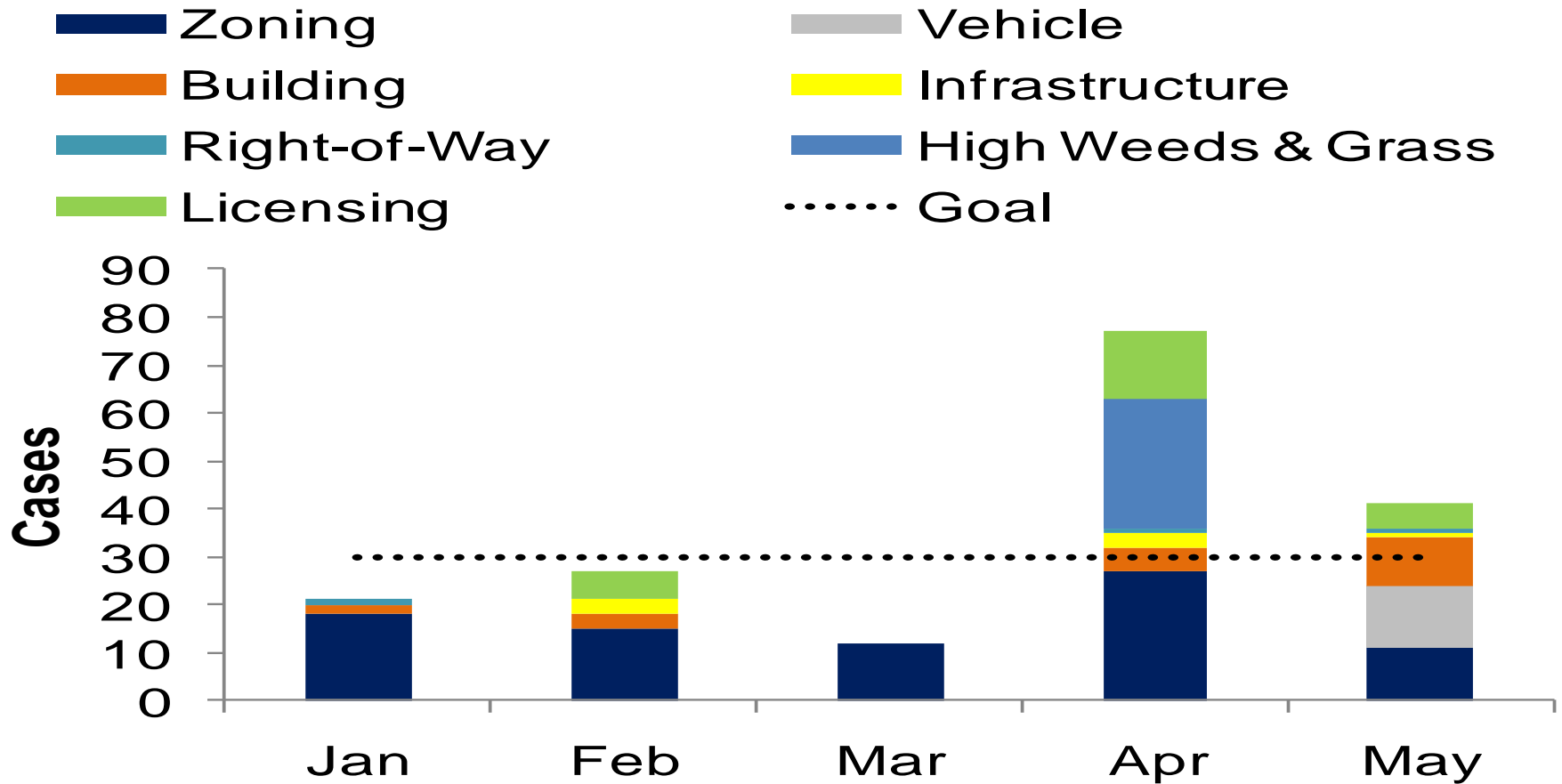


Business Licensing Applications

Monthly Applications (1 Denied in April)

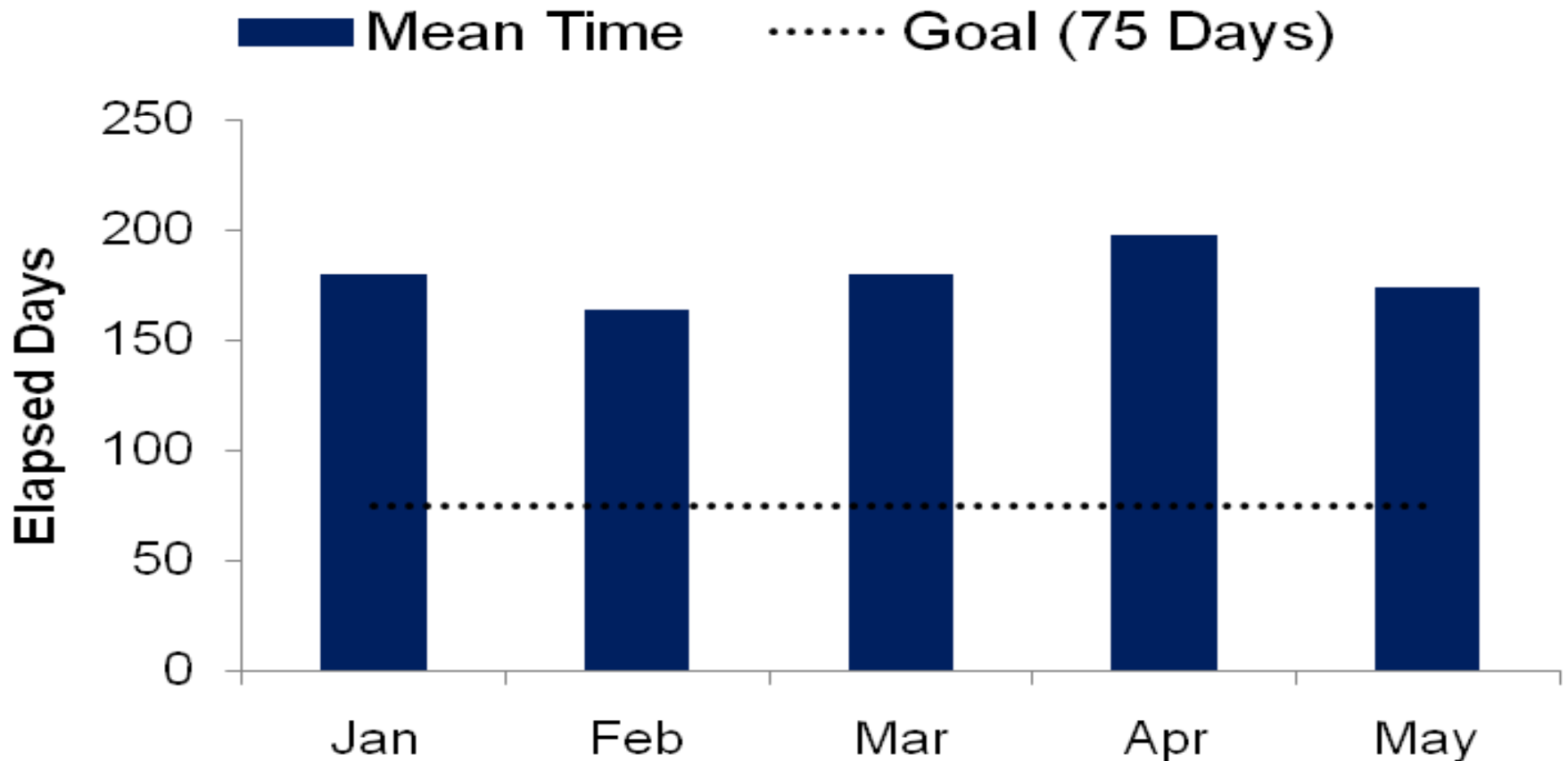


Number of Legal Cases Referred to City Prosecutor



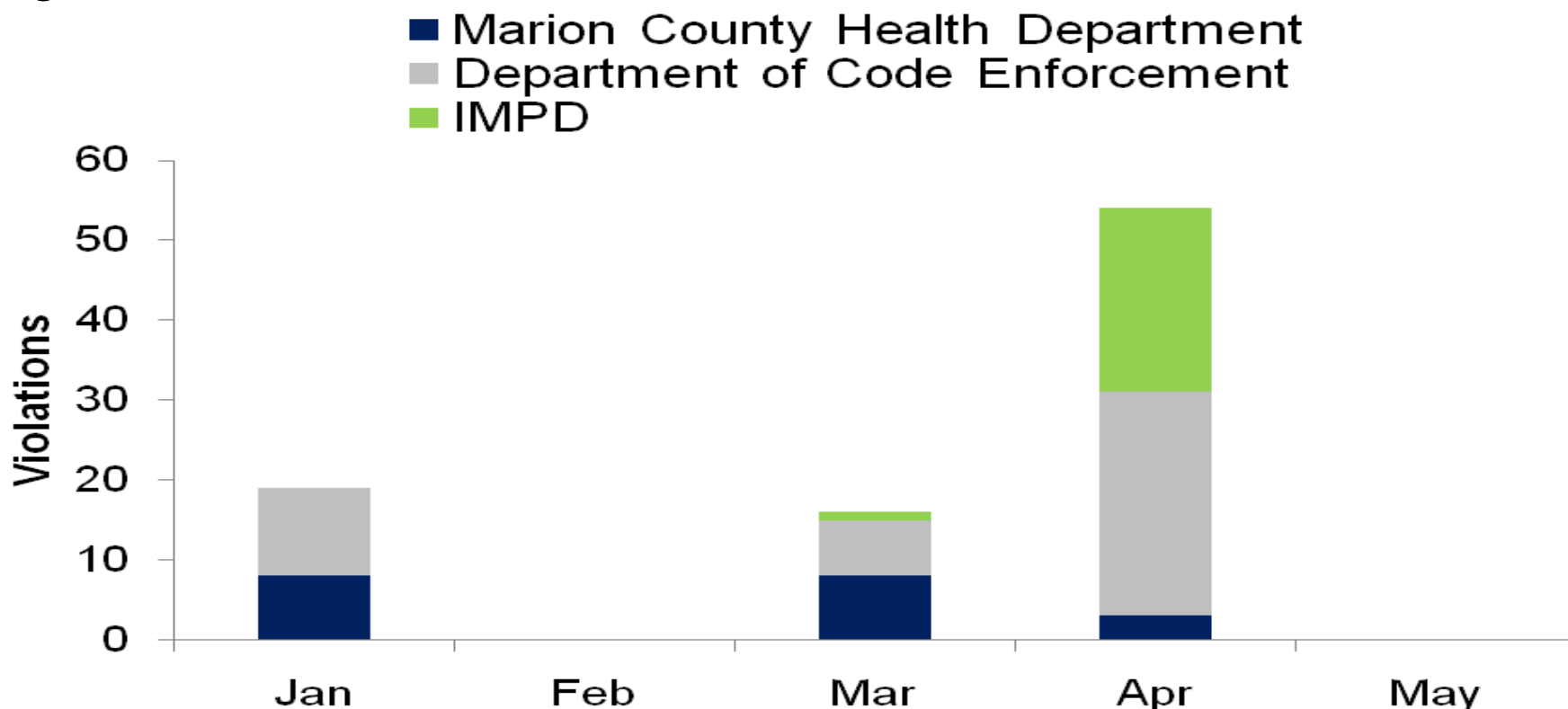
Cases referred to City Prosecutor

Mean Time from Violation Case Open to Referral
(zoning, building, infrastructure and ROW cases)



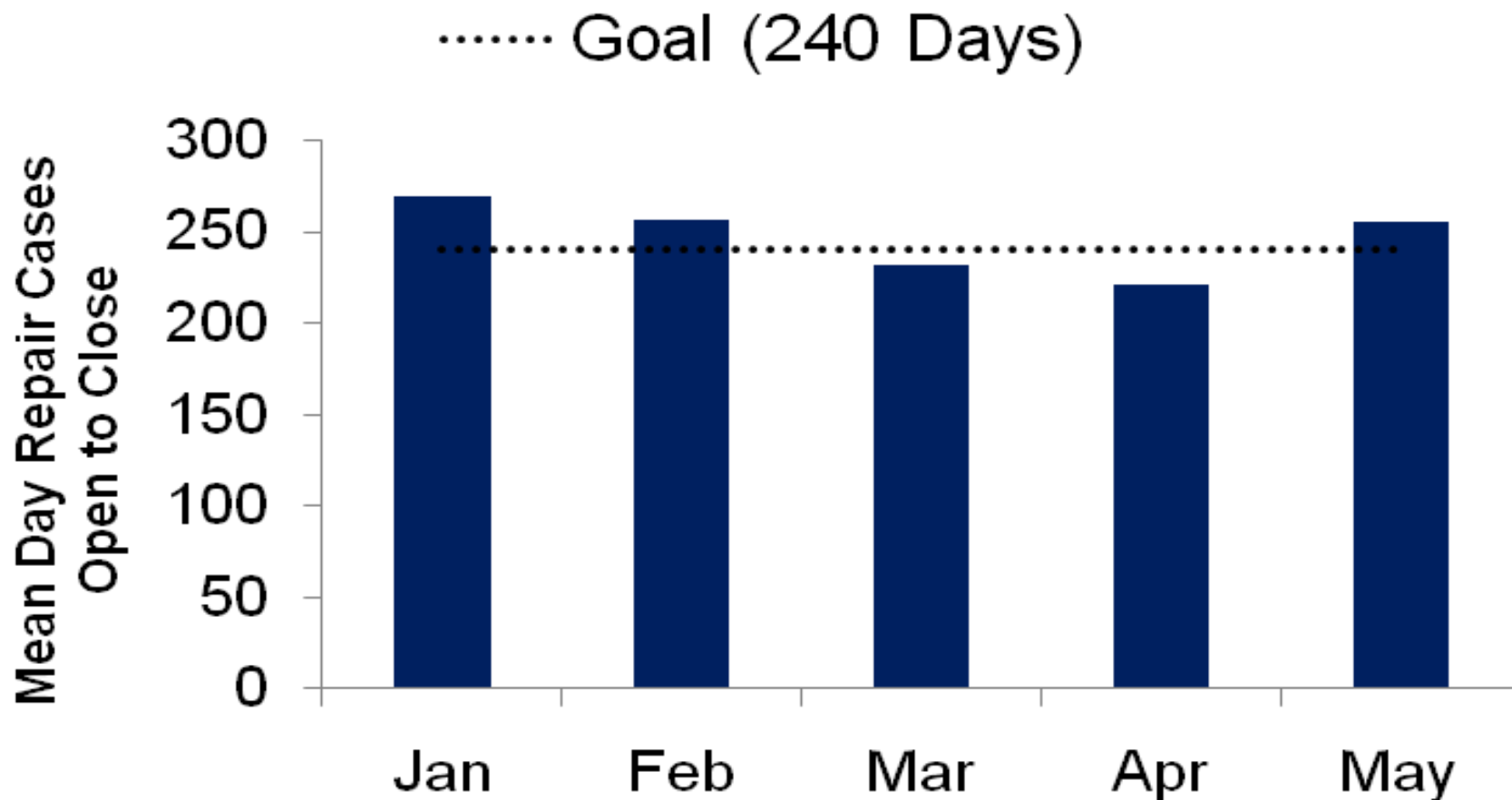
Multi-Agency Nuisance Abatement Sweeps

Goal: One sweep per month. Outcomes of sweeps are not goal-oriented

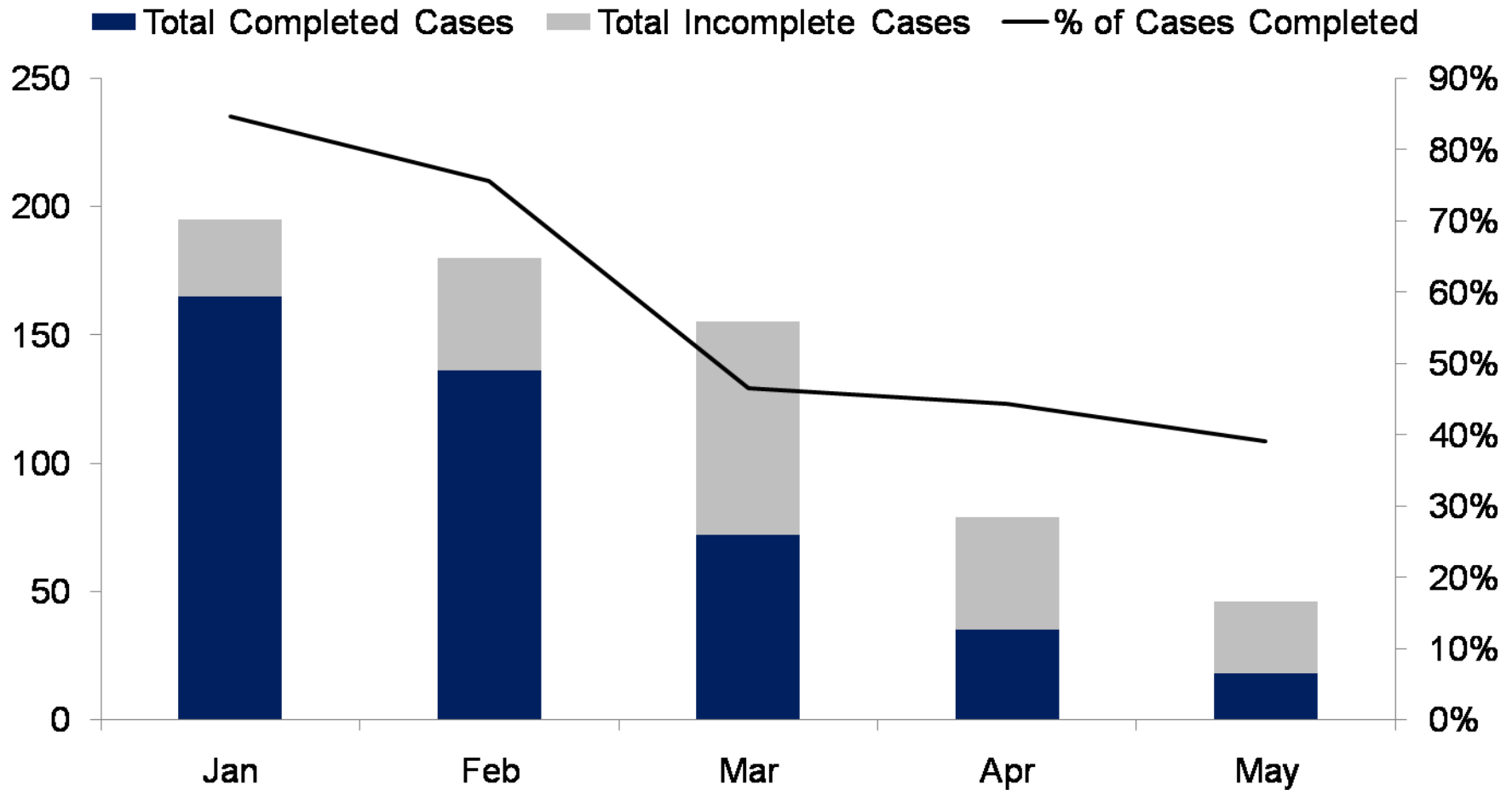


Repair Cases Open to Close

Mean Number of Days from Open to Close for Marion
County Health Department Repair Cases



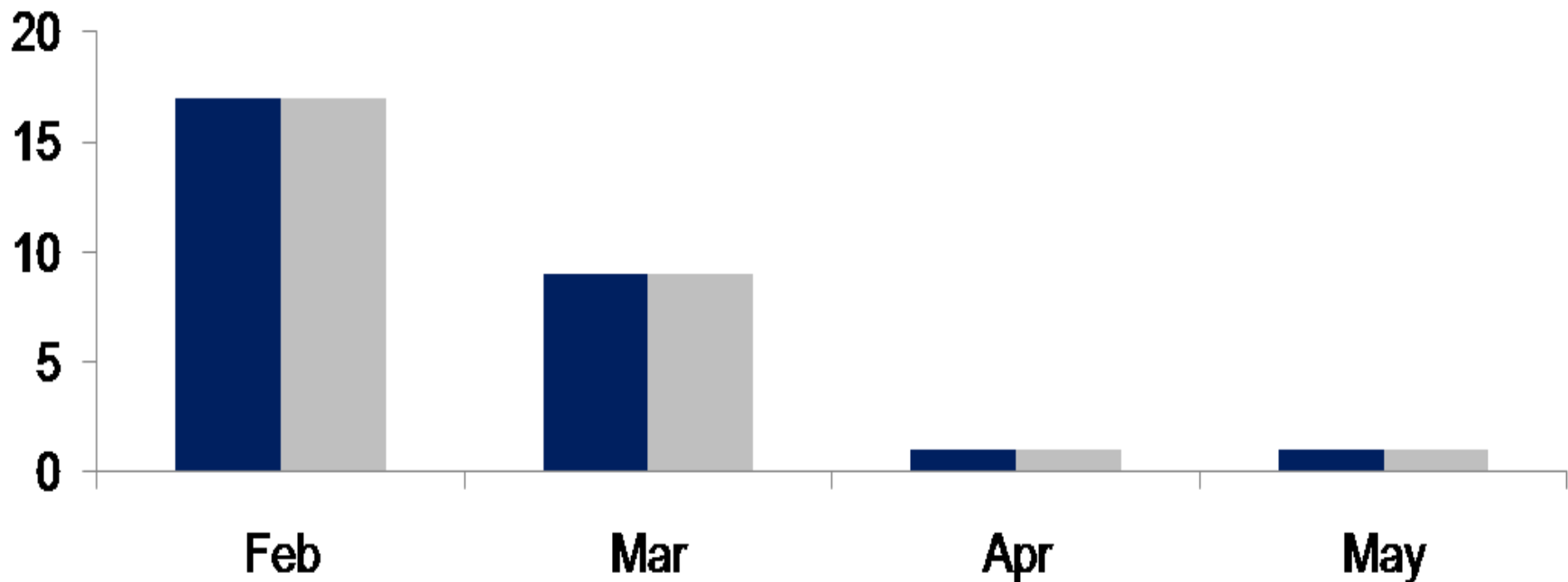
2010 Vehicle Cases



Illegal Dumping

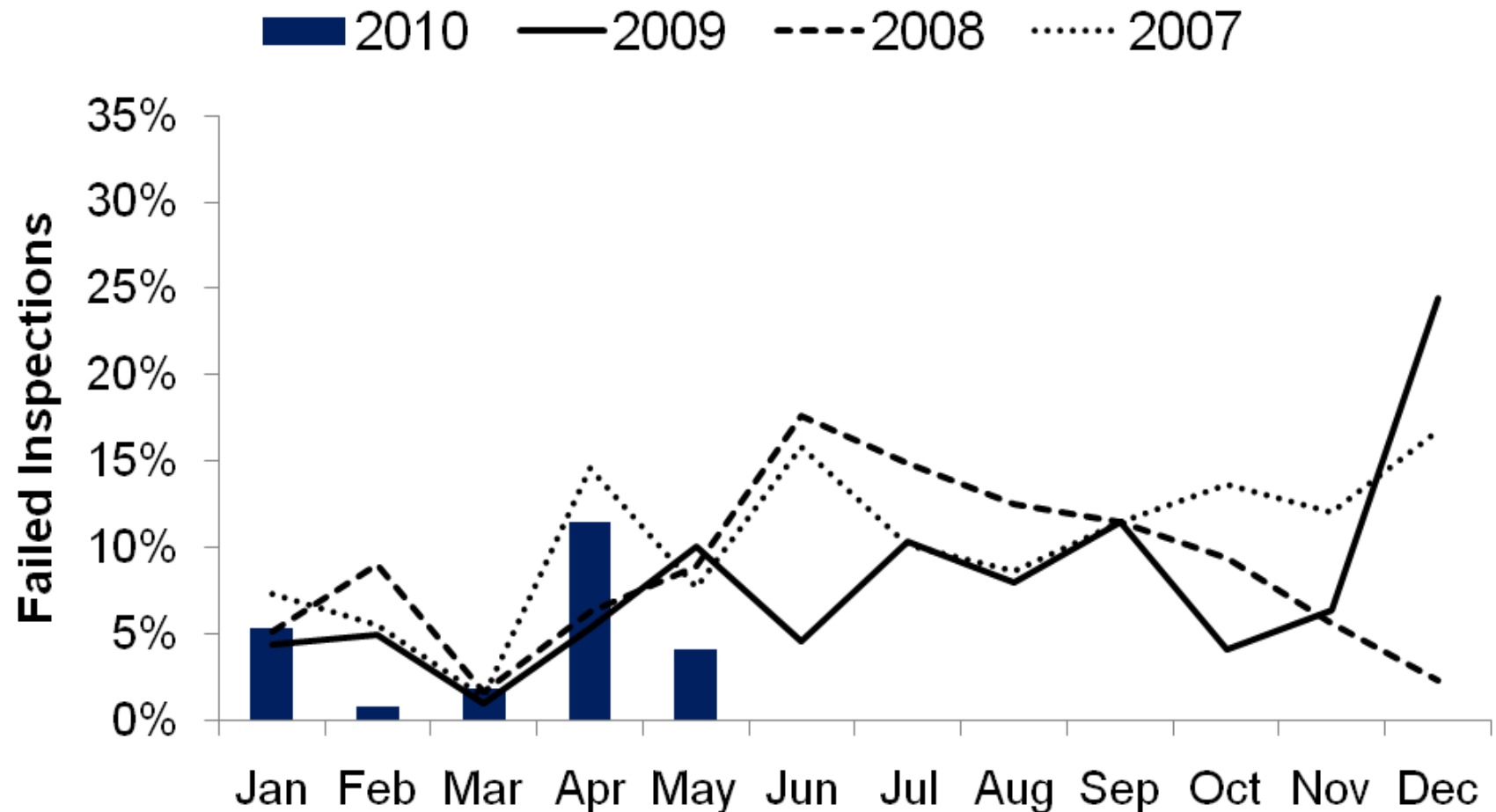
Public Property

- # of Illegal Dumping Investigations received from DPW
- # of Illegal Dumping Investigations conducted by DCE



Weights and Measures

Failed Inspections



Next DCE IndyStat Meeting

Friday, November 12th

9:00am

Room 260

Date: June 28, 2010

To: Rick Powers, Director of Department of Code Enforcement

From: James Cox and Manny Mendez, Office of Audit and Performance

Re: IndyStat – Department of Code Enforcement meeting Friday June 25, 2010

CC: Mayor Greg Ballard
Chris Cotterill, Chief of Staff
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The following follow-up actions resulted from the 6/25/10 IndyStat and will be discussed in the next meeting:

Goals

Follow up Action. Please modify the following goals in future presentations:

- Administrative Hearings (Remove Goal)
- Commercial Building Pre-Permit Plan Review (14 days)
- Number of Legal Cases referred to City Prosecutor (Remove Goal)

Overtime

Follow up Action. Please determine if costs associated with special events hosted in Indianapolis (i.e. Final Four, Super Bowl) can be recovered.

High Weeds & Grass

Follow up Action. Please consider if adding a link to the Indy.gov homepage listing properties having high weeds would deter offenders.

Illegal Dumping

Follow up Action. Please research if it would be beneficial to install fences around the most notorious illegal dumping sites.

Customer Service Measures

Follow up Action. Please identify the most common types of complaints among customers.

Follow up Action. Please identify and present key customer performance measures going forward.

Abandoned & Inoperable Vehicles

Follow up Action. Please collaborate with MAC to establish/reconstruct an extensive script for abandoned and inoperable vehicles.